

Sprint

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ORIGINAL
1850 M Street NW, 11th Floor
Washington, DC 20036
Voice 202 857 1030
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

EX PARTE PRESENTATION

July 7, 1999

Ms. Magalie Roman Salas, Secretary
Federal Communications Commission
The Portals
445-12TH Street S.W. Room TW-A325
Washington, D.C. 20554

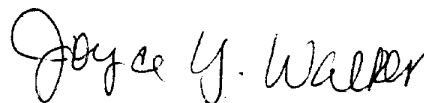
RE: Truth-in-Billing, CC Docket 98-170

Dear Ms. Salas:

Today, July 7, 1999, representatives of Sprint Corporation met with Glenn Reynolds, Colleen Heitkamp and Anita Cheng of the Common Carrier Bureau Enforcement Division. The purpose of this meeting was to discuss the attached materials regarding the above referenced proceedings. Representing Sprint Corporation were Jay Keithley, Rikke Davis, Janet Bauman and Jack Karstens.

Sprint requests that this information be made a part of the record in this matter. In accordance with Section 1.1206(a)(2), two copies of this presentation are provided for this purpose. If you have any questions, please free to call.

Sincerely,



Joyce Y. Walker

CC: Glenn Reynolds
Colleen Heitkamp
Anita Cheng

No. of Copies rec'd at 1
List A B C D E



Monthly statement: March 11, 1999

Page 1 of 8

Customer service
1-800-555-1234

Internet address
www.sprint.com

Customer number
615-245-1401-100

John B Jones
437 Arbuckle Avenue
Your Town, USA
12345-1000

Fast Facts

Date Due: March 25, 1999

Total Due: \$196.40

Your satisfaction is important. Now you can call us toll free with your comments, suggestions or ideas. We are always looking for ways to improve our service to you.

Customer Summary

Previous charges	88.01
Payment received February 25 - Thank you!	-57.42
Past due balance	30.59
<i>Any unpaid past due amount must be paid immediately to avoid possible interruption of services</i>	
Current month charges	165.81
Total amount due	\$196.40

Current Month Charges

Sprint local services: see page 3	97.03
Sprint long distance charges: see page 6	52.98
USBI charges: see page 9	15.80
Total current month charges	\$165.81

Carrier Selections

One or more of your carrier selections has been changed since the last billing statement. See page 5 for details.



Please recycle



Please return this portion with payment.

Customer service
1-800-829-8009

Internet address
www.sprint.com

Customer number
615-245-1401-100

Date due: March 25, 1999

Total amount due: \$196.40
\$200.33 if received March 25th or after.

☐ Check here if information is requested on back.



AUTO CR **R006

John B Jones
437 Arbuckle Avenue
Your Town, USA 12345-1000

Amount enclosed:

Write your 13-digit customer number on your check

Make checks payable to:

Sprint
Post Office Box 1236
Lincoln, NE 66203-0010



12 61524514011009 0000000019640 000050713 06281109



Monthly statement: March 11, 1999

Page 2 of 8

Customer service
1-800-555-1234

Internet address
www.sprint.com

Customer number
615-245-1401-100

Important Information

State and federal regulatory news concerning your communication services.

Federal and state rules require identification of specific charges which may result in interruption of basic local phone service if not paid (+). Optional services and equipment are available to customers as an added value, but are not required to provide your basic phone service. Customers are responsible for the full amount due for any services requested.

Consumer rights - 900 services

This notice is to inform consumers of their rights regarding payment for 900 services, as specified by federal regulations. 900 service charges, which are pay-per-call charges, may be billed on your local telephone bill by Sprint or by companies that have a billing agreement with Sprint. Further information about a 900 service charge can be obtained by calling the toll free number of the company associated with these calls. Access to 900 services can be blocked by contacting Sprint's customer service department.

To dispute a 900 service charge appearing in the local telephone bill, you must call the company number provided for billing inquiries listed on the page where the charge appears. You must call the company responsible for the 900 charges directly to register your dispute within 60 days of the monthly statement date. You can provide notification of the billing error over the phone by calling the 800 number of the company providing the 900 service.

Any dispute not resolved over the phone will be investigated, and you will be advised of the outcome within 90 days of your initial notification (written responses provided on request). Payment of 900 service charges under investigation can be withheld pending resolution, and collection activities will not occur during this time. The provider of the service or their agent may further investigate any charges that are removed at the time of your initial contact. If charges are subsequently determined to be valid, the company providing the service and/or agents may use their own collection process to obtain payment for the amount due.

All companies providing 900 services must comply with the dispute process outlined in this notice. Failure to comply with these rules will result in a forfeit of up to \$50 per occurrence of the disputed amount. The Federal Communications Commission classifies 900 services as non-communications services, so non-payment of such charges can not result in discontinuation of your local or long distance services. Failure to pay for legitimate 900 charges, however, can result in terminating access to 900 services.

Customer Number



7 1 7 - 4 8 6 - 4 0 1 6 - 9 4 1

Amount Due



\$ 2 3 6 . 7 7

An easy way to receive information about Sprint products and services!

Would you like to know more about how Sprint products, services and technology can make your life easier? Just mark any item which interests you.

To ensure a response, please remember to check the box on the front of this page. For more information call 1-800-555-1234 or visit our web site.

- | | |
|---|--|
| <input type="checkbox"/> Sprint local, long distance and feature packages | <input type="checkbox"/> Sprint PCS |
| <input type="checkbox"/> Sprint MessageLine voice mail | <input type="checkbox"/> Sprint on-line billing |
| <input type="checkbox"/> Sprint paging | <input type="checkbox"/> Sprint telephones and equipment |
| <input type="checkbox"/> Sprint calling services | |



Monthly statement: March 11, 1999

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Customer service
1-800-555-1234Internet address
www.sprint.comCustomer number
615-245-1401-100

Phones for your home or office. Sprint has a variety of feature rich residential and home office telephones. For more information check out our web site at www.sprint.com or call us at 1-800-555-1234

Sprint Local Services**Summary of Charges: March 11 - April 10**

Adjustments	-4.48
Sprint local services for 615-245-1401	35.64
Sprint local services for 615-245-1402	42.42
Equipment	5.95
Taxes and surcharges	17.50
Total Sprint local services	\$97.03

Detail of Charges: March 11 - April 10**Adjustment: credits**

Directory assistance, February 26	-.75
Toll adjustment, March 3	-.23
MessageLine discontinued	-5.00
<i>Partial month service February 26 - March 1</i>	

Adjustment: charges

Late payment fee †	1.50
Total adjustments	-\$4.48

Sprint Local Services for 615-245-1401

Residential phone service †	21.02
Call waiting ID service	6.50

Usage-based services

Three-way calling (*71)	2 @ .75	1.50
Return call (*69)	3 @ .75	2.25
Local directory assistance	3 @ no charge	0.00
Local directory assistance	5 @ .45	2.25

Extended local service

Extended local service includes calls outside your designated local calling area

Day: 4 calls	10 minutes	1.20
Evening: 5 calls	4 minutes	.52
Night/weekend: 2 calls	5 minutes	.40

Sprint local calling card

Global Access card charges	2.50
Total local service for 615-245-1401	\$35.64

Global Access card itemized calls

Date	Time	Place called	Number called	Period	Minutes	Amount
1 Mar 9	11:26 P	Engelbrecht, MO from Havelock, NC	252-464-0455 from 615-245-1401	Night	10	2.50
Total Global Access card charges						\$2.50

Sprint local services continued next page

Customer service
1-800-555-1234Internet address
www.sprint.comCustomer number
615-245-1401-100**Sprint Local Services for 615-245-1402**

Sprint Solutions 28.95

*Sprint Solutions includes: residential phone service †, call waiting, caller ID, call waiting ID, return call (*69), anonymous call rejection, call forward busy/no answer, and 60 minutes local toll calling*

Usage-based services

Three-way calling (*71)	3 @ .75	2.25
Local directory assistance	3 @ no charge	0.00
Local directory assistance	5 @ .45 per call	2.25

Extended local service

Extended local service includes calls outside your designated local calling area

Day: 3 calls	8 minutes	.19
Evening: 1 call	2 minutes	.40
Night/weekend: 2 calls	13 minutes	1.56

Local toll calling

For more information about your local toll calling area please refer to your phone directory.

Sprint Solutions plan: 60 minutes	included	
Additional usage: 64 minutes	24.06	
Plan discount:	-17.66	
Sprint Solutions plan charges		6.40

Total local service for 615-245-1402 42.42**Sprint Solutions itemized calls**

	Date	Time	Place called	Number called	Period	Minutes	Amount
2	Feb 15	10:06 P	Havelock, NC	252-464-0456	Night	14	6.00
3	Feb 28	11:49 P	Havelock, NC	252-464-0456	Night	94	12.00
4	Mar 9	11:04 P	Havelock, NC	252-464-0456	Night	16	6.06

Total Sprint Solutions charges 24.06*

*Reflects charges prior to plan discount - you saved \$17.66 this month

Equipment

Caller ID display - 1 st of 6 installments	8.95
<i>Purchased March 2, 1999 for \$53.70</i>	
<i>Remaining balance: \$44.75</i>	
10% discount caller ID display	-3.00
Total equipment	\$5.95

Taxes and surcharges

Long distance access surcharge: 2 lines †	9.50
<i>For an explanation of long distance access surcharge</i>	
<i>Please call 1-800-555-1212</i>	
Number portability surcharge	1.57
<i>For an explanation of number portability surcharge</i>	
<i>Please call 1-800-555-1212</i>	
Emergency 911 surcharge †	
Telecommunications relay service surcharge †	.13
Federal tax	3.00
State tax	2.76
Total taxes and surcharges	\$17.50



Monthly statement: March 11, 1999

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Customer service
1-800-555-1234

Internet address
www.sprint.com

Customer number
615-245-1401-100

Change in Service

For your convenience this section of your bill is provided to easily identify any changes to your Sprint local service account since the last billing statement, and to confirm your carrier selections.

Summary for 615-245-1401

Services and equipment	Activity	Confirmation
Caller ID	added March 2	S703451
Caller ID Display	added March 2	C711542
MessageLine	discontinued March 15	C711542

Current carrier selections

Local toll: Sprint	no change	
Long distance: Sprint	from AT&T March 20	verbal

Summary for 615-245-1402

Services and equipment	Activity	Confirmation
900 blocking	added March 10	C711542
Sprint sense local toll	added March 31	C711542

Current carrier selections

Local toll: Sprint	no change
Long distance: Frontier	no change

Customer News

Billing questions?

To get answers to frequently asked billing questions or make payment arrangements, call 1-800-877-7077. You will be prompted to enter the 13 digit customer number located in the upper right hand corner of your bill. You can call this number any time, day or night to take advantage of Sprint's new automated billing services.



Monthly statement: March 11, 1999

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Internet address
www.sprint.comCustomer number
615-245-1401-100

Sprint Long Distance 1-800-746-3767

Sprint Account ID 6184-940-785

Sprint Invoice 11117648

Summary of charges for 615-245-1401

Direct dial charges	32.70
International charges	10.68
Other charges and credits	3.65
Taxes	1.65

Total current charges \$52.98

Direct dial itemized calls

	Date	Time	Place called	Number called	Period	Minutes	Amount
5	Mar 23	8:37 P	Daleville, AL	312-467-2000	Evening	5	.50
6	Mar 24	2:23 P	Olathe, KS	732-469-8000	Day	13	1.30
7	Mar 25	5:41 P	Monterey, CA	717-224-0022	Day	3	.30
8	Mar 26	10:15 A	Lindavista, CA	305-492-1234	Day	1	.10
9	Mar 26	11:52 P	Homestead, FL	314-987-5634	Night	2	.20
10	Mar 26	8:00 A	Los Angeles, CA	502-347-1233	Day	1	.10
11	Mar 26	8:00 A	Odenton, MD	502-347-1233	Day	1	.10
12	Mar 26	5:19 P	Lxtnpkgmrl, VA	404-529-1000	Day	1	.10
13	Mar 26	8:14 P	Harrisonbg, VA	615-245-1402	Evening	28	2.80
14	Mar 26	11:19 A	Lindavista, CA	615-245-1402	Day	1	.10
15	Mar 26	2:10 P	Cincinnati, OH	513-556-7775	Day	7	.70
16	Apr 1	10:15 A	Dir Asst, VA	765-432-1530	Day	1	.10
17	Apr 2	12:10 P	Newpt Nws, VA	875-432-1698	Day	3	.30
18	Apr 2	2:23 P	Newpt Nws, VA	732-469-8000	Day	1	.10
19	Apr 2	5:26 P	Jacksonvl, FL	785-989-1234	Day	1	.10
20	Apr 2	2:23 P	Warnerbns, GA	732-469-8000	Day	1	.10
21	Apr 2	5:41 P	Dir Asst, VA	717-224-0022	Day	1	.10
22	Apr 2	10:15 A	Dir Asst, VA	305-492-1234	Day	1	.10
23	Apr 2	11:52 P	Lindavista, CA	314-987-5634	Night	1	.10
24	Apr 2	8:00 A	Da Compl, VA	502-347-1233	Day	1	.10
25	Apr 2	8:00 A	Dir Asst, VA	502-347-1233	Day	1	.10
26	Apr 3	5:19 P	Hampton, VA	404-529-1000	Day	2	.20
27	Apr 3	8:14 P	Hampton, VA	615-245-1402	Evening	1	.10
28	Apr 3	11:19 A	Newpt Nws, VA	615-245-1402	Day	3	.30
29	Apr 3	2:10 P	Newpt Nws, VA	305-330-1287	Day	3	.30
30	Apr 3	10:15 A	Newpt Nws, VA	765-432-1520	Day	2	.20
31	Apr 3	12:10 P	Norfolk, VA	875-432-1098	Day	1	.10
32	Apr 3	2:23 P	Norfolk, VA	732-469-8000	Day	2	.20
33	Apr 3	5:26 P	Fort Lee, VA	785-989-1234	Day	1	.10
34	Apr 3	10:15 A	Petersburg, VA	298-765-4324	Day	1	.10
35	Apr 3	12:10 P	Virginibch, VA	529-875-4347	Day	2	.20
36	Apr 3	2:23 P	Virginibch, VA	732-469-8000	Day	1	.10
37	Apr 3	5:26 P	Hampton, VA	785-989-1234	Day	3	.30
38	Apr 3	11:19 A	Virginibch, VA	615-245-1402	Day	1	.10
39	Apr 4	2:10 P	Lindavista, VA	305-330-1287	Day	22	2.20
40	Apr 4	10:15 A	Cincinnati, OH	513-432-1520	Day	30	3.00
43	Apr 05	05:26 P	Monterey, CA	785-989-1234	Day	1	.10
44	Mar 26	11:19 A	Monterey, CA	615-245-1402	Day	5	.50
45	Mar 26	02:10 P	Monterey, CA	513-556-7775	Day	3	.30
46	Apr 01	10:15 A	Alexandria, VA	765-432-1530	Day	2	.20
47	Apr 02	12:10 P	Alexandria, VA	875-432-1698	Day	1	.10
48	Apr 02	02:23 P	Alexandria, VA	732-469-8000	Day	2	.20

Sprint long distance services continued next page

Internet address
www.sprint.comCustomer number
615-245-1401-100

Direct dial itemized calls

	Date	Time	Place called	Number called	Period	Minutes	Amount
49	Apr 2	5:26 P	Alexandria, VA	785-989-1234	Day	2	.20
50	Apr 2	2:23 P	Rilington, TN	732-469-8000	Day	1	.10
51	Apr 2	5:41 P	Monterey, CA	717-224-0022	Day	1	.10
52	Apr 2	10:15 A	Carmel, CA	305-492-1234	Day	1	.10
53	Apr 2	11:52 P	Dir Asst, CA	314-987-5634	Night	1	.10
54	Apr 2	8:00 A	Carmel, CA	502-347-1233	Day	1	.10
55	Apr 2	8:00 A	Carmel, CA	502-347-1233	Day	2	.20
56	Apr 3	5:19 P	Monterey, CA	404-529-1000	Day	8	.80
57	Apr 3	8:14 P	Wilmington, TN	615-245-1402	Evening	1	.10
58	Apr 3	11:19 A	Wilmington, TN	615-245-1402	Day	1	.10
59	Apr 3	2:10 P	Wilmington, TN	305-330-1287	Day	2	.20
60	Apr 3	10:15 A	Wilmington, TN	765-432-1520	Day	1	.10
61	Apr 3	12:10 P	Wilmington, TN	875-432-1098	Day	6	.60
62	Apr 3	2:23 P	Lindavista, CA	732-469-8000	Day	1	.10
63	Apr 3	5:26 P	Virginibch, VA	785-989-1234	Day	5	.50
64	Apr 3	10:15 A	Cincinnati, OH	298-765-4324	Day	3	.30
65	Apr 3	12:10 P	Raliegh, NC	529-875-4347	Day	2	.20
66	Apr 3	2:23 P	Lindavista, CA	732-469-8000	Day	21	2.10
67	Apr 3	5:26 P	Lindavista, CA	785-989-1234	Day	1	.10
68	Apr 3	11:19 A	Apex, NC	615-245-1402	Day	1	.10
69	Apr 4	2:10 P	Cincinnati, OH	513-432-1520	Day	14	1.40
70	Apr 4	10:15 A	Cincinnati, OH	513-432-1520	Day	3	.30
71	Apr 5	12:10 P	Lindavista, CA	875-432-1098	Day	1	.10
72	Apr 5	2:23 P	Raliegh, NC	732-469-8000	Day	1	.10
73	Apr 5	5:26 P	Dir Asst, CA	785-989-1234	Day	1	.10
74	Apr 3	10:15 A	Carmel, CA	298-765-4324	Day	2	.20
75	Apr 3	12:10 P	Carmel, CA	529-875-4347	Day	1	.10
76	Apr 3	2:23 P	Dir Asst, CA	732-469-8000	Day	1	.10
77	Apr 3	5:26 P	Dir Asst, CA	785-989-1234	Day	1	.10
78	Apr 3	11:19 A	Sacramento, CA	615-245-1402	Day	4	.40
79	Apr 4	2:10 P	Carmel, CA	305-330-1287	Day	4	.40
80	Apr 4	10:15 A	Lindavista, CA	513-432-1520	Day	2	.20
81	Apr 5	12:10 P	Monterey, CA	875-432-1098	Day	2	.20
82	Apr 5	2:23 P	Raliegh, NC	732-469-8000	Day	1	.10
83	Apr 5	5:26 P	Raliegh, NC	785-989-1234	Day	1	.10

Total direct dial charges

\$37.20

International itemized calls

84	Mar 27	08:37 P	Spain	34-649-023-503-0000	Evening	1	1.31
85	Mar 29	02:23 P	Spain	34-649-023-503-0000	Day	7	9.17

Total international charges

\$10.48

Other charges and credits

Federal universal service charge	2.80
Presubscribed line charge	.85
Service charge	4.95
Monthly fee waiver	-4.95
Total other charges and credits	\$3.65

Taxes

Federal tax	1.46
Local tax	.19
Total taxes	\$1.65

Customer number
615-245-1401-100

For USBI billing inquiries, please call 1-800-479-8724

This portion of your bill is provided as a service to USBI. There is no connection between Sprint and USBI. Please review all charges appearing in this section. Any questions regarding your USBI charges should be referred to the number listed on this page. As a service to our customers, Sprint prints billing information and collects payment for USBI.

USBI is a clearinghouse that bills for long distance carriers. USBI's customer service center is open from 8 am to 6 pm central time Monday through Friday. Please call us at 888-456-7890.

Summary of USBI charges**Adjustments**

Frontier Communication Services March 9, 1999 -2.15

Charges billed on behalf of Frontier Communication**Long distance services**

Direct dial charges	615-245-1402	1.44
Calling card charges	615-245-1402	6.53
International charges	615-245-1402	1.10

Other charges and credits

Monthly fee	March 1	5.00
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Taxes

Federal tax	2.85
State tax	1.06

Total USBI charges \$15.80**Direct dial itemized calls**

	Date	Time	Place called	Number called	Period	Minutes	Amount
86	Mar 4	5:26 P	Chapman, KS	785-989-1234	Day	1	-.50
87	Mar 5	10:15 A	Miami, FL	305-492-1234	Day	3	.30
88	Mar 6	11:52 P	St. Louis, MO	314-987-5634	Night	2	1.54
89	Mar 7	9:00 A	Ghent, KY	502-347-1233	Day	1	.10
90	Mar 8	8:00 A	Ghent, KY	502-347-1233	Day	1	-.10
91	Mar 9	6:19 P	Atlanta, GA	404-529-1000	Day	1	.10

Total direct dial charges \$1.44

Calling card itemized calls

92	Mar 7	8:14 P	Miami, FL	615-245-1402	Evening	1	.33
93	Mar 10	11:19 A	Atlanta, GA	615-245-1402	Day	6	6.45
94	Mar 12	2:10 P	Miami, FL	305-330-1287	Day		.25

Total calling card charges

International itemized

95	Mar 13	10:15 A	London	59-298-765-432-1000	Day	2	2.10
96	Mar 14	12:10 P	Germany	88-529-875-432-1000	Day	1	1.00

Total international charges \$1.10

frontier

Truth-in-Billing

- **Sprint strongly supports the goals of Truth-in-Billing, and so do our customers**
- **Extensive consumer research conducted to test new bill**
- **Secondary research/benchmarking**
- **Internal call center studies to assess billing related contacts/issues (monitoring and rep interviews)**



July 7, 1999: Sprint Local Telecommunications

Review of the bill

- **Current bill**

- Non-standard size
- Charges fragmented due to page breaks, bill messages
- Text in all caps
- Codes and abbreviations used

- **New bill**

- 6 1/2" X 11" size
- Important information/key sections stand out
- Page reference numbers to help customers navigate to bill sections
- Messaging minimized to eliminate clutter and fragmentation
- Plain English used to describe charges
- More meaningful organization of billing information



July 7, 1999: Sprint Local Telecommunications

The new Sprint bill

- **Identify service providers and separate charges on the bill**
 - The new bill will highlight each carrier section of the bill with a reverse font black box, which includes the carrier 800 number for IXC's
 - Sprint 800 number listed on every page in the local section and on remittance
 - All PICs will begin on a new page, using the front and back of each page to eliminate blank pages
 - The new bill will separate casual charges using a bold line and the carrier logo
 - Carrier sections that have multiple pages will have a continued next page message



July 7, 1999: Sprint Local Telecommunications

The new Sprint bill

- **Easily identify changes in service**
 - The new bill includes a “Change in Service” section that will highlight activity since the last billing statement
 - If a PIC change has occurred, there will be a message on the first page of the bill guiding the customer to the page where this information is listed
 - Carrier selections for all lines will be listed in this section of the bill, even when no change has occurred
 - The change of service section does not address changes based on casual carrier usage; however, casual calls are clearly identified by carrier on the bill.



July 7, 1999: Sprint Local Telecommunications

The new Sprint bill

- **Provide clear, plain language descriptions of services rendered**
 - The new bill will allow expanded product descriptions in the local section of the bill
 - A concerted effort to eliminate telecom jargon, abbreviations and codes has been undertaken
 - Clear descriptions will be provided for detailed line items, as well as the overall section headings used to organize presentation of charges
 - Sprint supports standard descriptions for regulatory surcharges



July 7, 1999: Sprint Local Telecommunications

The new Sprint bill

- **Identify services which could result in disconnection of “basic local service” if not paid**
 - The new bill will use a symbol to denote deniable charges
 - The footnote will be explained under “Important Information”, along with other federal and state regulatory notices
 - Issues regarding state requirements and definitions will need to be addressed to achieve consistency
 - Potential for confusion - we want to send the right message regarding payment for services rendered
 - Can disconnect basic local service for non-payment of “deniable” items (definition varies by state - e.g., access line, SLC)
 - Can’t disconnect basic local service for non-payment of 900 services
 - Can deny access to non-regulated services if not paid



July 7, 1999: Sprint Local Telecommunications

From old to new

- **The new bill is customer friendly, and this is what it will take to get there...**
- **Extensive review of descriptions and messages on the bill to ensure clarity**
 - Over 2,100 core product descriptions evaluated and revised to date
 - High level review of over 6,000 product descriptions planned to eliminate abbreviations
 - Over 500 adjustments codes will be reviewed
 - Over 1200 codes for other charges and credits will be reviewed; all of these charges will be re-mapped to more meaningful section headings



July 7, 1999: Sprint Local Telecommunications

From old to new

- **Over 900 print line types on the bill must be analyzed and evaluated**
 - Over 500,000 lines of code will be written for the new bill
- **Modifications required to meet specific billing requirements in 18 states served by Sprint local**
 - 27 local companies within Sprint also require special consideration
- **Redesign of the messaging approach to ensure content is easy to understand and charges are kept together**
 - Placement and prioritization of all messages must be determined
 - New indicators to support message placement will be created



July 7, 1999: Sprint Local Telecommunications

Truth-in-Billing

- **Effort initiated 4Q 98 to redesign and improve the current bill presentation**
 - Benefits include increased customer satisfaction, increased clarity relative to charges and descriptions, and operational efficiencies
 - Executive support to implement project received February 1999
- **8,600 hours invested to date, as of March implementation phase (4,000 IS hours) - \$600K to date**
- **35,000 IS hours projected through 1Q 2000 to define requirements, code, test and install - \$4.5M**



July 7, 1999: Sprint Local Telecommunications